

**System and Method for Managing Capacity of
Professional and Technical Services**

ABSTRACT

5 A system and method for managing capacity of
professional and technical services is presented. A
customer request is received resource types are determined
with corresponding service levels to satisfy the customer
request. Labor rates are generated according to service
levels, or urgency levels of the customer request. Labor
10 rates are influenced by two primary cost drivers which are
resource utilization and resource overtime amount to
satisfy the customer request. A customer bid is generated
using the labor rates by service levels and adding non-
labor cost and profit.

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